SECURE COMPUTING

QUICK INSTALLATION GUIDE

SnapGear
Network Gateway Security

SG300
SG560
SG565
SG580
Desktop Appliance

SECURE COMPUTING®
SnapGear®
Network Gateway Security

www.securecomputing.com

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Publishing history

Date	Part number	Models
June 2007	520074-07	Desktop Appliance SG300, SG560, SG565, SG580

Document conventions

Bullet points shown below indicate you must choose only one of the options:

- ◇ Option 1
- ◇ Option 2

Italics indicate a file or directory *(/docs)*; placeholder text, and also refer to other publications, such as the *SnapGear Administration Guide*.

Note: IP addresses and screen captures within this document are intended as examples, and do not necessarily represent a proper or complete configuration or the configuration that is appropriate to your needs.

System requirements

The quick setup assumes you have a PC running Microsoft Windows (2000 or later) with an Ethernet network interface card installed. You may need to be logged in with administrator privileges.

Quick setup

This guide walks you through the installation of your SG unit. Installing the SG unit into a well-planned network is quick and easy; however, network planning is outside the scope of this guide. Take some time to plan your network prior to installing your SG unit. To add your SG unit to your LAN (Local Area Network), follow these steps:

Step 1 — Unpack the SG unit on page 5

Step 2 — Power on the SG unit on page 5

Step 3 — Set up a single PC to connect to the SG unit on page 6

Step 4 — Set up the SG unit's password and LAN connection settings on page 8

Step 5 — Configure the switch on page 15

Step 6 — Confirm settings; connect the SG unit to your LAN on page 16

Step 7 — Set up the PCs on your LAN on page 17

Step 8 — Register your SG unit on page 21

Step 1 — Unpack the SG unit

In addition to this document, check that you have the following items included with your SG unit:

- ☐ Power cable
- ☐ Power adaptor
- ☐ SG CD
- ☐ Network cable

Take a few minutes to get familiar with the SG unit. On the rear panel of the SG unit, there are network, serial, and possibly USB ports, an erase button, and a power inlet.

The front panel of the SG unit contains activity LEDs (lights) that vary slightly between models.The status LEDs provide information on the operating status of the SG unit.

Step 2 — Power on the SG unit

Connect the power adapter to the SG unit and apply power. Use only the power adapter packaged with the unit.

Check the front panel lights:

- **System/Heart Beat (H/B) /TST** flashes when the SG unit is running.
- Initially, all appliance models except for the **SG300** also have all other front panel LEDs flashing.

Note: If these LEDs do not behave in the above manner before your SG unit is attached to the network, perform a factory reset. Press the erase button on rear panel twice within three seconds, 1 second apart to restore factory default settings. If the LEDs are still not flashing after 30 seconds, you may need to contact customer support.

Step 3 — Set up a single PC to connect to the SG unit

The SG unit ships with initial network settings of:

- LAN IP address: **192.168.0.1**
- LAN subnet mask: **255.255.255.0**

The SG unit needs an IP address suitable for your LAN before it is connected. You can choose to use the SG unit's initial network settings as a basis for your LAN settings.

Note: Secure Computing strongly recommends you do not connect the SG unit to your LAN until this guide instructs you to. At this point, if you attach the SG unit directly to a LAN with an existing DHCP server, or a PC running a DHCP service, the SG unit automatically obtains an additional address. ***The SG unit is still reachable at 192.168.0.1***.

All other network ports are by default inactive. They are not running any network services such as DHCP, and they are not configured with an IP address.

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a. Connect your administrative PC to the SG unit:

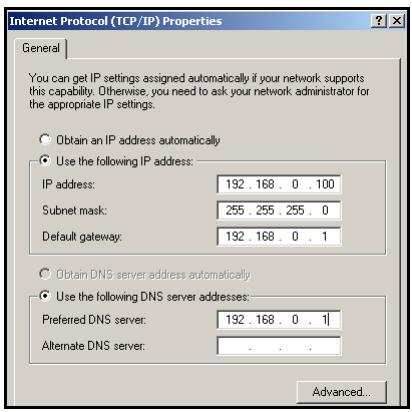
   ◇ If you are setting up the **SG300**, attach your PC's network interface card directly to any LAN port on the SG unit using the supplied network cable.

   ◇ If you are setting up the **SG560**, **SG565** or **SG580**, attach your PC's network interface card directly any network port on switch A (A1 - A4) using the supplied network cable.

b. Modify your PC's network settings to enable communication with the SG unit. Click **Start >** (**Settings >**) **Control Panel** and double-click **Network Connections**. Right-click **Local Area Connection** and click **Properties**.

Note: If there is more than one existing network connection, select the one corresponding to the network interface card to which the SG unit is attached.

c. Select **Internet Protocol (TCP/IP)** and click **Properties**. The Internet Protocol (TCP/IP) Properties dialog box is displayed.


Internet Protocol (TCP/IP) Properties
General
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Obtain an IP address automatically
Use the following IP address:
IP address: 192 . 168 . 0 . 100
Subnet mask: 255 . 255 . 255 . 0
Default gateway: 192 . 168 . 0 . 1
Obtain DNS server address automatically
Use the following DNS server addresses:
Preferred DNS server: 192 . 168 . 0 . 1
Alternate DNS server:
Advanced...

d. Select **Use the following IP address** and enter:

- IP address: **192.168.0.100**
- Subnet mask: **255.255.255.0**
- Default gateway: **192.168.0.1**

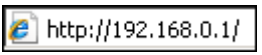
e. Select **Use the following DNS server addresses** and enter:

- Preferred DNS server: **192.168.0.1**

Note: If you want to retain your existing IP settings for this network connection, click **Advanced** and add the secondary IP address of **192.168.0.100**, subnet mask **255.255.255.0**.

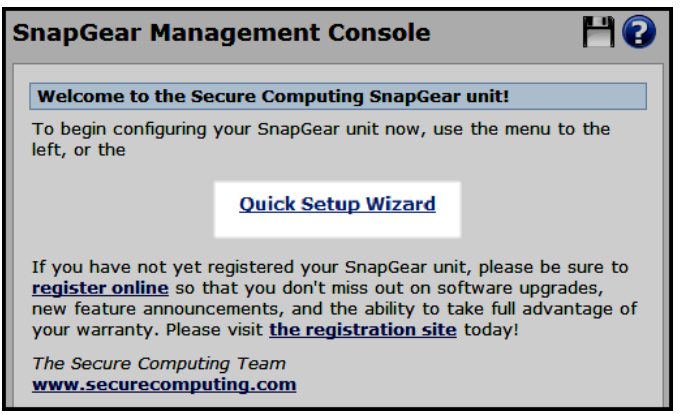
Step 4 — Set up the SG unit's password and LAN connection settings

a. Launch your Web browser and navigate to **192.168.0.1**.



Note: If you are unable to browse to the SG unit at 192.168.0.1, or the initial username and password are not accepted, press the erase button on the SG unit's rear panel **twice** within 3 seconds, 1 second apart. Wait 20 - 30 seconds, and then try browsing to 192.168.0.1 again. Pressing erase as instructed resets the SG unit to its factory default settings.

The SnapGear Management Console page appears:

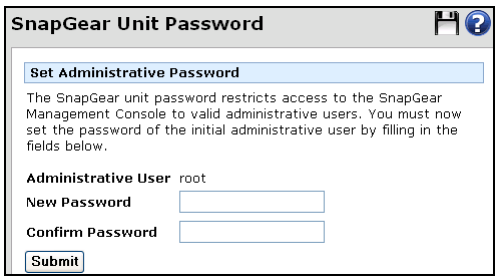

SnapGear Management Console
Welcome to the Secure Computing SnapGear unit!
To begin configuring your SnapGear unit now, use the menu to the left, or the
Quick Setup Wizard
If you have not yet registered your SnapGear unit, please be sure to register online so that you don't miss out on software upgrades, new feature announcements, and the ability to take full advantage of your warranty. Please visit the registration site today!
The Secure Computing Team
www.securecomputing.com

b. Click the **Quick Setup Wizard** link in the center of the page.

c. A log in prompt is displayed. Enter the initial user name and password for the SG unit:

- User name: **root**
- Password: **default**

d. Click **OK**. The SG Unit Password page appears for you to enter a new password.


SnapGear Unit Password
Set Administrative Password
The SnapGear unit password restricts access to the SnapGear Management Console to valid administrative users. You must now set the password of the initial administrative user by filling in the fields below.
Administrative User root
New Password
Confirm Password
Submit

e. Enter and confirm a new password for your SG unit. This is the password for the user **root**, the main administrative user account on the SG unit. It is important you choose a password hard for others to guess, and keep it safe.

f. Click **Submit**. An action successful message is displayed.

Note: The new password takes effect immediately. You are prompted to enter the new password when completing the next step.

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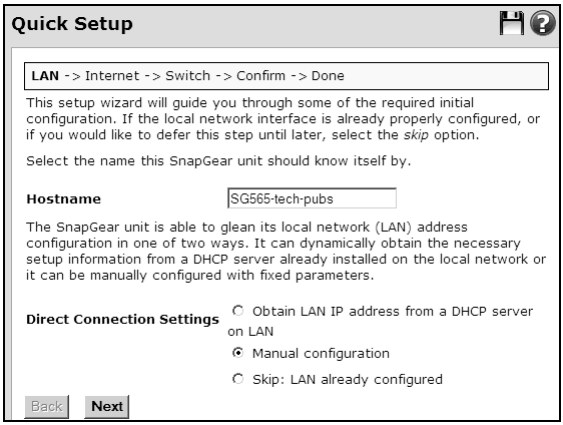
g . The **LAN** page of the quick setup wizard appears.


Quick Setup
LAN -> Internet -> Switch -> Confirm -> Done
This setup wizard will guide you through some of the required initial configuration. If the local network interface is already properly configured, or if you would like to defer this step until later, select the skip option.
Select the name this SnapGear unit should know itself by.
Hostname
SG565-tech-pubs
The SnapGear unit is able to glean its local network (LAN) address configuration in one of two ways. It can dynamically obtain the necessary setup information from a DHCP server already installed on the local network or it can be manually configured with fixed parameters.
Direct Connection Settings
Obtain LAN IP address from a DHCP server on LAN
Manual configuration
Skip: LAN already configured
Back
Next

h. Enter a **Hostname** to identify the SG unit. The name must begin with an alpha character. The hostname defaults to the model number.

i. Select an option for your LAN configuration:

- ◇ **[Recommended]** To manually configure your LAN and optionally enable the SG unit's built-in DHCP server, which automatically configures the network settings of PCs and other hosts on your LAN, select **Manual configuration**.
- ◇ To use the SG unit's initial network settings (see page 6) as a basis for your LAN settings, and *not* use the SG unit's built-in DHCP server, select **Skip: LAN already configured**.
- ◇ **[Not recommended]** If you have an existing DHCP server, and want to rely on the DHCP server to automatically configure the SG unit's LAN connection setting, choose **Obtain LAN IP address from a DHCP server on LAN**.

Note: Changes to the SG unit's LAN configuration do not take effect until you complete the quick setup wizard.

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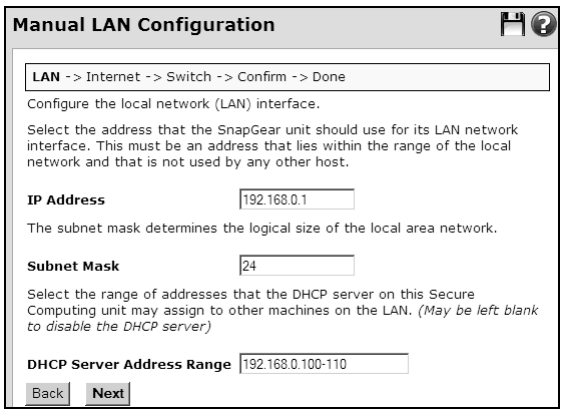
j. Click **Next**.

- ◇ If you did not select **Manual** configuration, skip to step m on page 12.
- ◇ If you selected **Manual configuration**, the Manual LAN Configuration page appears.

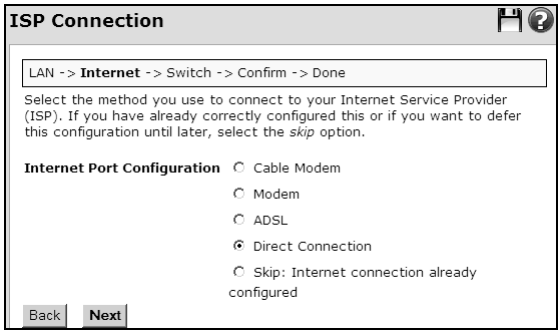

Manual LAN Configuration
LAN -> Internet -> Switch -> Confirm -> Done
Configure the local network (LAN) interface.
Select the address that the SnapGear unit should use for its LAN network interface. This must be an address that lies within the range of the local network and that is not used by any other host.
IP Address
192.168.0.1
The subnet mask determines the logical size of the local area network.
Subnet Mask
24
Select the range of addresses that the DHCP server on this Secure Computing unit may assign to other machines on the LAN. (May be left blank to disable the DHCP server)
DHCP Server Address Range
192.168.0.100-110
Back
Next

k. Enter an **IP address** and **Subnet Mask** for the SG unit's LAN connection. Take note of the IP address and subnet mask; you will need them later on.

l. To enable the SG unit's built-in DHCP server, enter a range of addresses in **DHCP Server Address Range**. PCs and other hosts on your LAN set to automatically obtain network settings are assigned an address from this range, and use the SG unit as their gateway to the Internet, and as their DNS server for Internet domain name resolution.

Or, if you plan to use a DHCP server already on your LAN, leave the field blank to leave the SG unit's DHCP server disabled.

m. Click **Next**. The ISP Connection page appears.


ISP Connection
LAN -> Internet -> Switch -> Confirm -> Done
Select the method you use to connect to your Internet Service Provider (ISP). If you have already correctly configured this or if you want to defer this configuration until later, select the skip option.
Internet Port Configuration
Cable Modem
Modem
ADSL
Direct Connection
Skip: Internet connection already configured
Back
Next

n. Select an option for your **Internet Port Configuration**:

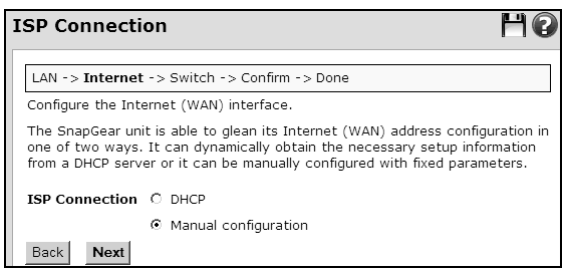
- ◇ If you are connecting using a cable modem, select **Cable Modem**.
- ◇ If you are connecting using a regular analog modem, select **Modem**.
- ◇ If you are connecting using an ADSL modem, select **ADSL** to attempt automatic detection of your ADSL connection type.
- ◇ If you have a direct connection to the Internet (e.g., a leased line), select **Direct Connection**.
- ◇ If your Internet connection is already configured, or you want to defer its configuration, select **Skip**.

o. Click **Next**. The page that appears depends on your selection in the ISP Connection page:

- ◇ If you selected **Cable Modem**, **Modem**, or **ADSL**, configuration pages for those options are presented to you for you to complete. Refer to the onscreen instructions, online help, and the *SnapGear Administration Guide* for more details. When you finish entering your details, the next page that appears depends on the SnapGear model you are setting up. If you are setting up an SG300, the Confirm Settings page appears. Go to Step 6 — Confirm settings; connect the SG unit to your LAN on page 16.

For all other desktop models, the Switch Configuration page appears. Go to Step 5 — Configure the switch on page 15.

- ◇ If you selected **Skip**, the next page that appears depends on the SnapGear model you are setting up. If you are setting up an SG300, the Confirm Settings page appears. Go to Step 6 — Confirm settings; connect the SG unit to your LAN on page 16. For all other desktop models, the Switch Configuration page appears. Go to Step 5 — Configure the switch on page 15.
- ◇ If you selected **Direct Connection**, the ISP Connection page for choosing a dynamic or static WAN interface appears. Continue with the next step.


ISP Connection
LAN -> Internet -> Switch -> Confirm -> Done
Configure the Internet (WAN) interface.
The SnapGear unit is able to glean its Internet (WAN) address configuration in one of two ways. It can dynamically obtain the necessary setup information from a DHCP server or it can be manually configured with fixed parameters.
ISP Connection
DHCP
Manual configuration
Back
Next

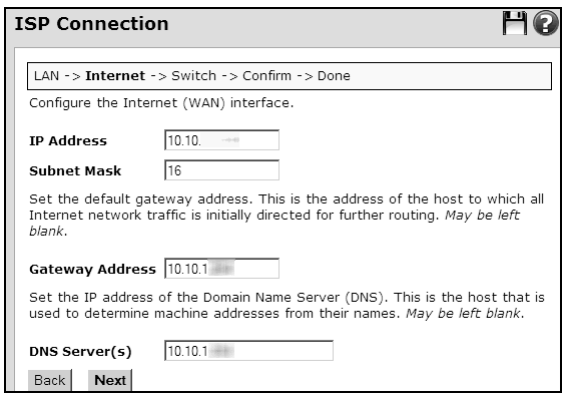
p. Select an option for ISP connection.

- ◇ **DHCP** — Select this option if you plan to use a DHCP server already in use on your LAN.
- ◇ **[Recommended] Manual configuration** — Select this option to manually configure the WAN address using static parameters.

q. Click **Next**.

◇ If you chose **DHCP**, the Confirm Settings page appears if you are setting up an SG300. Go to Step 6 — Confirm settings; connect the SG unit to your LAN on page 16. For all other desktop models, the Switch Configuration page appears. Go to Step 5 — Configure the switch on page 15.

◇ If you chose **Manual Configuration**, the ISP Connection page for manually configuring the WAN interface appears.


ISP Connection
LAN -> Internet -> Switch -> Confirm -> Done
Configure the Internet (WAN) interface.
IP Address
10.10.
Subnet Mask
16
Set the default gateway address. This is the address of the host to which all Internet network traffic is initially directed for further routing. May be left blank.
Gateway Address
10.10.1
Set the IP address of the Domain Name Server (DNS). This is the host that is used to determine machine addresses from their names. May be left blank.
DNS Server(s)
10.10.1
Back
Next

r. In the **IP Address** field, enter the static IP address you want to apply to the WAN port of the appliance.

s. Enter the **Subnet Mask** you want to use for the WAN port.

t. [Optional] Set the default **Gateway Address.**

u. [Optional] Set the IP address of the **Domain Name Server**.

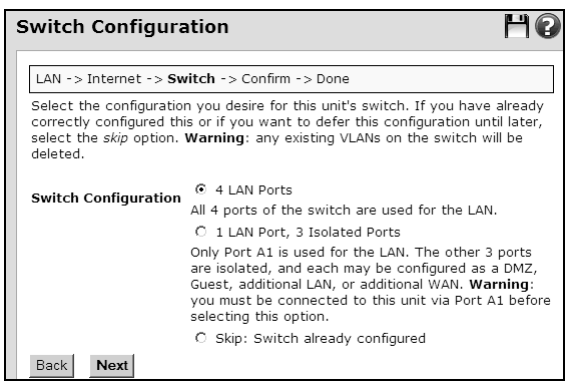
v. Click **Next**. The Switch Configuration page appears for most models. Go to Step 5 — Configure the switch on page 15. Otherwise, if you are setting up an SG300, the Confirm Settings page appears. Go to Step 6 — Confirm settings; connect the SG unit to your LAN on page 16.

Step 5 — Configure the switch

Note: This page will only display if you are setting up the **SG560**, **SG565** or **SG580**. Otherwise, skip to Step 6 — Confirm settings; connect the SG unit to your LAN on page 16.

By default, the SG unit's switch **A** behaves as a conventional switching hub. However, it may be configured so that each port behaves as if it were physically separate from the others.

a. Select a configuration for the SG unit's switch:


Switch Configuration
LAN -> Internet -> Switch -> Confirm -> Done
Select the configuration you desire for this unit's switch. If you have already correctly configured this or if you want to defer this configuration until later, select the skip option. Warning: any existing VLANs on the switch will be deleted.
Switch Configuration
4 LAN Ports
All 4 ports of the switch are used for the LAN.
1 LAN Port, 3 Isolated Ports
Only Port A1 is used for the LAN. The other 3 ports are isolated, and each may be configured as a DMZ, Guest, additional LAN, or additional WAN. Warning: you must be connected to this unit via Port A1 before selecting this option.
Skip: Switch already configured
Back
Next

◇ Select **1 LAN Port, 3 Isolated Ports** if you require multiple network segments, such as a DMZ, guest network, or second LAN, or if you want to use multiple broadband Internet connections for Internet load balancing or Internet failover. Port **A1** is used as the primary LAN connection.

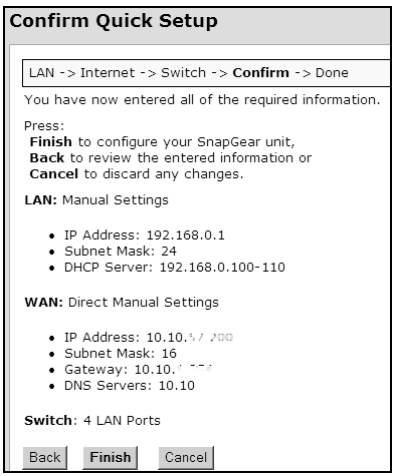
Note: Setting up multiple network segments and Internet connections is not covered by this quick install guide. For further instructions, refer to the *SnapGear Administration Guide*.

◇ Otherwise, select **4 LAN Ports**.

b. Click **Next**. The confirm Settings page appears.

Step 6 — Confirm settings; connect the SG unit to your LAN

a. Review your configuration selections.



b. If you are satisfied with your settings, click **Finish** to activate the new configuration.

Note: If you changed the SG unit's LAN connection settings, it may become uncontactable at this point. The next step describes how to set up the PCs on your network to access the SG unit and the Internet.

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c. Connect the SG unit to your LAN if you have not already done so:

- ◇ If you are setting up the **SG300**, connect PCs and/or your LAN hub directly to its **LAN** switch.
- ◇ If you are setting up the **SG560**, **SG565** or **SG580** and have configured its switch as **4 LAN Ports**, connect PCs and/or your LAN hub directly to switch A.
- ◇ If you are setting up the **SG560**, **SG565** or **SG580** and have configured its switch as **1 LAN Port, 3 Isolated Ports**, connect port **A1** directly to your LAN hub.
- ◇ Otherwise, connect the **LAN** port directly to your LAN hub.

Step 7 — Set up the PCs on your LAN

Each PC on your LAN must now be assigned an appropriate IP address, and have the SG unit's LAN IP address designated as its gateway and DNS server. A DHCP server allows PCs to automatically obtain these network settings when they start up. If your network does not have a DHCP server, you may either manually set up each PC on your network, or set up the SG unit's DHCP server.

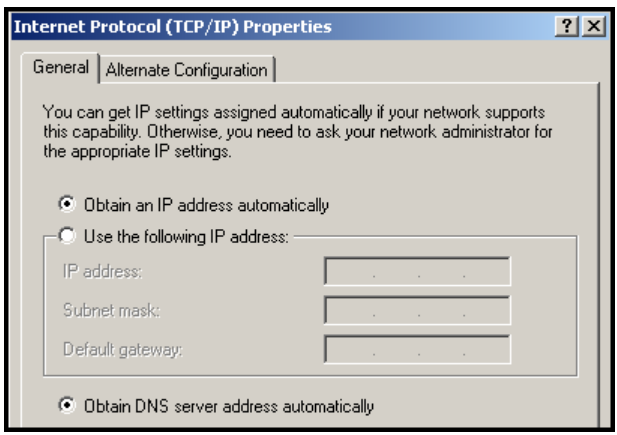
- ◇ **[Recommended]** To use the SG unit's built-in DHCP server, proceed to **Step 7a — Automatic LAN configuration using the SG DHCP server on page 18**.
- ◇ If your LAN already has a DHCP server you will use instead of the SG unit's built-in DHCP server, proceed to **Step 7b — Automatic LAN configuration using an existing DHCP server on page 19**.
- ◇ If you do not want to use a DHCP server, proceed to **Step 7c — Manual LAN configuration on page 20**.

Step 7a — Automatic LAN configuration using the SG DHCP server

By selecting **Manual Configuration** for the SG unit's LAN connection, and supplying the DHCP Server Address Range, the SG unit's DHCP server is already set up and running. Each PC on your LAN must now be set up to automatically obtain network settings.

a. Click **Start** > (**Settings** >) **Control Panel** and double-click **Network Connections**. If presented with multiple connections, right-click **Local Area Connection** (or appropriate network connection) and click **Properties**.

b. Select **Internet Protocol (TCP/IP)** and click **Properties**.


Internet Protocol (TCP/IP) Properties
General
Alternate Configuration
You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.
Obtain an IP address automatically
Use the following IP address:
IP address:
Subnet mask:
Default gateway:
Obtain DNS server address automatically

c. Click **Obtain an IP address automatically**, click **Obtain DNS server address automatically** and click **OK**.

Step 7b — Automatic LAN configuration using an existing DHCP server

- ◇ If you chose to have the **Obtain LAN IP address from a DHCP server on LAN** option, it is strongly recommended you add a lease to your existing DHCP server to reserve the IP address you chose for the SG unit's LAN connection.
- ◇ If you chose to set the SG unit's LAN connection settings using **Manual configuration**, remove this address from the pool of available addresses.

a. Enter this same IP address as the *gateway IP address* for the existing DHCP server to hand out.

b. Enter this same IP address as the *DNS server IP address* for the DHCP server to hand out.

Ensure all PCs on the network are set up to automatically obtain network configuration as per Step 7a — Automatic LAN configuration using the SG DHCP server on page 18, then restart them.

Note: The purpose of restarting the computers is to force an update of their automatically configured network settings. Alternatively, you can disable and re-enable the network connection.

Step 7c — Manual LAN configuration

a. Click **Start>** (**Settings >**) **Control Panel** and double-click **Network Connections**. If presented with multiple connections, right-click on **Local Area Connection** (or appropriate network connection) and select **Properties**.

b. Select **Internet Protocol (TCP/IP)** and click **Properties**. Enter the following details:

- **IP address** — An IP address that is part of the same subnet range as the SG unit's LAN connection (for example, if using the default settings, 192.168.0.2 - 192.168.0.254).
- **Subnet mask** — Subnet mask of the SG unit's LAN connection (if using the default settings, 255.255.255.0).
- **Default gateway** — IP address of the SG unit's LAN connection (if using the default settings, 192.168.0.1).
- **Preferred DNS server** — IP address of the SG unit's LAN connection (if using the default settings, 192.168.0.1).

c. Click **OK**. Perform this step for each PC on your network.

Step 8 — Register your SG unit

Quick setup is now complete. Quick setup is all you need to do to get basic network connectivity to the Internet. Network devices on the LAN should now be able to access the Internet in accordance with the settings you have configured and provided all physical network connections are in place.

You must register your SG unit in order to receive technical support. A current e-mail address is required to register your product. For prompt product registration, go to the following Web site:

http://my.securecomputing.com

Step-by-step procedures for registering your device and activating add-on features are provided in the Introductory chapter of the *SnapGear Administration Guide.*

Further reading

For detailed configuration information, refer to the *SnapGear Administration Guide*, which is available on the SG CD in the */docs* directory, and from the **Product Manuals** link in the SnapGear knowledgebase:

http://sgkb.securecomputing.com

You can also access the product manuals from the **Resource Center > Product Manuals** location on the Securing Computing Web site; located at:

http://www.securecomputing.com/techpubsRC.cfm

Select **SnapGear** from the **Product list** and click **Go**.

Advanced configuration

Use the menu in the SnapGear Web Management Console to configure more sophisticated security settings and networking features such as VPN. Refer to the *SnapGear Administration Guide,* the online help, and the SnapGear KB for further configuration information.

Product compliance

For product compliance information, refer to *Compliance.pdf* on the SG CD in the */docs* directory.

Product specifications

- Power (SG300): 12 VDC, 0.5 A
- Power (SG560): 5 VDC, 1.2 A
- Power (SG565): 5 VDC, 2 A
- Power (SG580): 5 VDC, 1.3 A
- Operating temperature: 0º C to 40º C
- Storage temperature: -20º C to 70º C
- Humidity: 0 to 95%, non-condensing

Firmware support

Your SG unit has been preprogrammed with firmware current at the time of manufacture. However, should you want to upgrade the firmware, you can obtain the latest firmware for your device from the SnapGear portal:

http://www.securecomputing.com/index.cfm?skey=1597

Before downloading firmware, be sure to read article **#2725** in the SnapGear Knowledgebase first.

Technical support

Secure Computing works closely with our reseller partners to offer the best worldwide Technical Support services. Your Secure Computing reseller is the first line of support when you have questions about our products and services; however, if you require additional assistance, contact us directly.

- U.S. toll-free 1.800.700.8328
- International +1.651.628.1500

Contact technical support by e-mail at: **support@securecomputing.com**.

SnapGear knowledgebase

If you prefer, visit the SnapGear Knowledgebase at:

http://sgkb.securecomputing.com

Click **Create a Support Ticket** to file a help ticket online.

Support contract

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